

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Dept. for Children and Families	9. Position Number K0056158	10. Budget Program Number 23211
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Administrative Assistant	
3. Division Wichita Region	12. Proposed Class Title	
4. Section Operations	13. Allocation	
5. Unit Administration	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City: Eldorado County Butler	15. By Approved	
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp 100%	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM To: 5:00 PM	17. Position Reviews Date: By:	
PART II - Organizational Information		Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position is the receptionist for the Eldorado Service Center and responsible for all support duties associated with the front desk. Understands, promotes and respects the concept of integrated service delivery through the use of integrated service teams, promoting the concept when appropriate. Understands and acknowledges how their line of business supports the work of integrated service delivery staff. Willingly serves as a resource for integrated service teams.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Delphine Manning Title: Program Consultant 1 Position Number: K0045468

Who evaluates the work of an incumbent in this position.

Name: Delphine Manning Title: Program Consultant I Position Number: K0045468

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Under supervision of the Public Service Administrator II, this position will have some latitude in the prioritization of duties with a commitment to timeframes for the various duties assigned. Basic instructions are given to the employee on tasks by the supervisor in accordance with program/policy manuals and other personnel.

- d) Which statement best describes the result of error in action or decision of this employee.
- () Minimal property damage, minor injury, minor disruption of the work flow.
 - (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - () Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E or M	
			Work is reviewed by direct supervisor on a daily, weekly, and as-needed basis to ensure agency goals and objectives are met, as well as to provide input for employee's performance evaluation. Observations by other staff are shared with their respective supervisor, which will also be used to provide input for the employee evaluation.
1.	50%	E	<p>Reception, Information and Referral: Customer and phone contact is essential for staff and customer support. This employee opens, closes and secures the office on a daily basis. Greets walk-in customers and gathers appropriate information and documentation for services. Accesses the mainframe system to look up client information and print required documents. Refers clients to other community resources when necessary such as location of a food pantry or shelters/housing. Responds to inquiries from staff and members of the public. Answers incoming telephone lines for a Multi-Line social services agency. Screens and directs calls to appropriate staff member. Facilitates communication by taking information from visitors or callers when possible to minimize the need for return calls or visits. Screens applications and routes them to the appropriate tracking system (BPR & KEES) when face to face interaction with a worker is required. Utilizes computer system inquiries and basic program information in order to make accurate decisions regarding case number assignments and Team assignment. Directs customers to the appropriate lobby depending on their reason for appearing in the office. Responds to inquiries from internal and external customers in a timely fashion. Must have knowledge of proper phone and office etiquette with the ability to communicate in a concise, friendly manner, exercising tact, patience and discretion with other staff and clients. All transactions, whether by phone or in person, are handled in a courteous, prompt, and confidential manner.</p> <p>Customer Service: Provides a high level of service to customers to assist in achievement of the agency mission and goals. As first point of contact, employee must maintain a basic knowledge of all agency programs in order to answer questions from staff, consumers, vendors and general public. Questions may involve matters concerning child or adult abuse/neglect; medical, food stamps, or cash assistance program eligibility; as well as information concerning other community services. Welcomes and directs all agency visitors, includes consumers, contractors, service providers, and agency officials.</p>
2.	25%	E	<p>Administrative Support: Provides administrative and clerical support. Manages the mail system for the Eldorado Service Center. Obtains and sorts mail from U.S. post office, office mail drop, UPS, other courier services, and interoffice mail. Opens and date stamps mail and correspondence, sorting by unit. Mail is distributed in a timely manner to unit mailboxes for pickup by unit staff. Organizes outgoing mail to meet mail schedule by weighing and affixing proper postage using an electronic postage meter and takes to post office on a daily basis. This ensures a smooth office workflow while meeting agency staff and customer needs in a timely manner. Upkeeps the electronic postage meter by keeping postage date current, replenishing postage meter funds using telephone procedures, and ensuring an ample supply of materials for usage. Provides voter registration and information on request. Completed voter registration requests are mailed daily as received and logged in notebook by county. Information and instruction provided by the County Clerk. Copies and date stamps client paperwork and distributes to proper unit. Sends, monitors, and retrieves faxes for staff. Schedules conference rooms and communicates equipment requirements for the Eldorado Service Center. Provides backup clerical support for the Eldorado Service Center, which includes filing, pulling of closed cases for other service centers and purging of closed cases. Creates electronic memos, labels, envelopes, etc. for staff as requested. Shreds confidential documents as needed. Other administrative duties and special projects as assigned by direct supervisor.</p>
3.	15%	E	<p>Program Support: Provides support for multiple programs by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case plans and fulfill agency requirements. Schedules customer appointments for Economic and Employment Services (EES) workers using an electronic calendar to ensure customers are served in an efficient manner when meeting with staff. Answers customer's questions regarding the use of electronic benefit cards and aids in assigning a PIN and activating the card. Accesses the mainframe system to research system history, provides a balance printout for the client and gives direction for the correct use of the PIN. Tasks are performed to ensure customer's needs are met.</p>
4.	10%	E	<p>Teamwork and Communication: Serves as a supportive member of the Support Staff team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work group. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on work groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and supports others in overcoming their resistance to such change. Oversees the front lobby and children's corner to ensure a clean environment for customers. Updates lobby bulletin boards and brochure racks to keep documents current. Trains all new relief receptionists as needed.</p>

*The description of how to work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability

Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in the completion of work assignments; perform other tasks as assigned by the supervisor. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, customers, and the general public. Adheres to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as the relate to the duties of this position and has signed a confidentiality agreement.

This position will participate on Integrated Service Teams (IST) which may include team meetings, working collaboratively to find solutions to customer problems and completing work assignments in a timely manner. This position uses program expertise and involves other team members in exploring options; works toward the goal of the team and need(s) of the customer as paramount; ensures relationships among team members are constructive and demonstrate mutual support, respect, trust, openness and values diversity; utilize a Family Centered approach in exploring positive outcomes.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Inadequate or poor performance as the receptionist could result in disruption of service to clients. It is possible that failure to route messages timely could result in injury to an individual in need of care. Failure to maintain proper controls could result in errors due to lack of timeliness, clients failing to receive assistance when needed, or workers over-scheduled with appointments.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ☐ Lead worker assigns, trains, schedules, oversees, or reviews work of others
☐ Plans, staffs, evaluates, and directs work of employees of a work unit.
☐ Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position Number

N/A

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contact is made on a daily basis by telephone or in person with internal and external customers. Employee explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eyestrain. Stressful situations may occur due to constant interruptions while being expedient and timely in dealing with customers in person and over the phone. Some physical exertion may be involved in transporting mail, moving supplies, and other requirements.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily use of telephone, multi-line phone system, wireless headset, computer, copier/printer/fax machine, postage meter, and Electronic Benefit Transfer (EBT) machine.

Occasional use of calculator, file cabinets, and state or private vehicle.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Six months experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS:

- A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

Valid Kansas driver's license

- B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

- C. List preferred education or experience that may be used to screen applicants

Applicant will have good oral and written communication skills, good organizational skills, and be able to maintain confidentiality. Computer and software skills, multi-line phone system, and general office experience preferred.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The employee is normally seated but must be up and down much of the time. The ability to access, read, and use mainframe and personal computer systems. The ability to interact with customers and staff members through oral and written communications. There is repetitive hand movement in utilizing the telephone and computer. Considerable telephone use.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Employees are instructed to use standard safety devices available and provided for machinery and equipment, e.g. wrist rest for computer keyboards, seat belts for automobiles, etc., and to use proper technique when bending or lifting. When traveling, staff is instructed to take precautions, which ensure their safety and the safety and welfare of others. Employees are cautioned to execute strict key control for agency facilities and to lock all doors after normal business hours. Employees must uphold client confidentiality.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing Authority

Date